Learning Conversation Notes	
Name of Partner: Sutter Auburn Faith	Date: 03-07-2005
Foundation – Baby Track Program	
Number of Children Served:	Ages: 0 (219)
219	
When Served:	Gender: Ethnicity:
07-01-2004 to 12-31-2004	This information was not available

Conversation Participants: Katrina Morell, Judy Moore, Mindy Danovaro-Commissioner, Mike Romero, Nancy Baggett, Heidi Kolbe-Facilitator, Don Ferretti

Outcomes:

- The population of children born at Sutter Auburn Faith Hospital (SAFH) are up to date on all immunizations.
- Parents are knowledgeable about and use community resources for better nutrition, availability of health care, and children's health insurance.
- Community groups, other than the hospital, transfer knowledge about the importance of immunizations to parents of prenatal to 5 children.

Performance Measures:

- Demographics (number of 0-5 served by gender, age, and when services were provided).
- Track number and percentage of babies up-to-date through 6 mos. immunizations.
- Track number of referrals to community resources by agency/program.
- Number of presentations made to community groups.
- Number of presentations made by community groups independent of the hospital.
- Assessment of parent knowledge of the importance of immunizations prior to participation in presentations to gauge community awareness and transfer of knowledge over time.

What is this data telling us about achievement of outcomes?

When babies reach one month of age, Baby Track will contact the parents by phone to see if they have a pediatrician, know about immunizations, breastfeeding, WIC, Baby bank and other resources.

The one-month phone calls are only reaching about half the families. If phone contact is unsuccessful, letters are sent so the parents know where they can get answers if they have any questions.

Of the successful one-month phone contacts, 93.33% of theses parents plan to have their child immunized (90 parents, all but 3 plan to immunize)

Based on the 7 month follow-up from last year's data set we know that between 92%-100% of the parents contacted do follow through with their intention to immunize

What is this data telling us about achievement of outcomes? (Con't)

By the 7 month follow up Baby Track was able to follow up with 46% of all the babies born. Many families have moved or mothers have returned to work, making them difficult to reach

Parents are more knowledgeable based on transfer of information and connections to community resources for which they have a need. The primary resources the parents are given during this report period were to WIC, Lactation, Baby Bank, The Family Co-op Project and TAPP/AFLP

Contact percentages were higher in the past. This was a result of many more phone attempts made before the programs merged. Also volunteers were making the calls from their home and at many different times of the day. With the HIPPA requirements and the increased number of families, Baby Track does not have the resources to make that many phone calls.

In what ways will we apply what we have learned from our data?

Baby Track will attempt to recruit volunteers (through auxiliary) to make phone calls. It would help to develop some sort of incentive system to get the parents to voluntarily submit the immunization information

Other points that were made during the conversation:

Roseville and Auburn Baby Track Programs have merged into one program

The call itself influences parents to immunize their child in a small percentage of cases

Next Steps:

Be sure to separate gender and ethnicity of children served for the next learning conversation

Judy will add more brain development/immunization information when recruiting for new volunteers at volunteer orientations

Revise voice mail messages to the parents asking them to call back with the status of their child's immunization, not just call if they have questions. Work on incentives for callbacks.

Possibly add incentives to the reminder postcards.

Consider having booths at health fairs (Lincoln and Loomis).

Use the nutrition coalition as a referral for nutrition information

Presentations are being planned for this data period. So far Chana HS and Adelante HS have been scheduled for these presentations including simple assessment cards so the attendees can be assessed regarding their immunization knowledge

Katrina is hoping to present to Sutter Medical Groups to make presentations and to coordinate distribution of literature to physicians and office managers

Present on Baby Track at Sutter Auburn Faith Hospital quarterly office manager luncheons

Meet again for the next learning conversation September 2005